

Questions for RFP 2001-32

1. It is apparent in Mandatory Requirements 4.9 and 4.10 that the Commonwealth is leading toward a particular manufacturer. Is this the Commonwealth's intent? If so, does the Commonwealth realize that it will be precluding several high-end systems and solutions and thereby limiting the State's videoconferencing options?

Response to Question 1: 4.9 and 4.10 request the Offeror to **identify** PC Based Systems for USB interface and codec systems meeting the minimum requirements in Appendix E. As stated in 1.1 we are looking for Offerors to propose discounts from their complete catalogs of videoconferencing and auxiliary equipment.

2. Will the Commonwealth consider removing Mandatory Requirements 4.9 and 4.10 to make this a more open procurement?

Response to Question 2: No.

3. Will a Vendor be disqualified if it submits a proposal that does not meet Mandatory Requirements 4.9 thru 4.14?

Response to Question 3: Proposals that do not meet a required mandatory item may be removed from any further consideration. You **must** offer desktop, set-top, roll-about, telemedicine and video-bridge/multipoint control unit (MCU) videoconferencing equipment. In the event you do not offer a system that meets the requirements set forth in Appendix E you must identify the equipment you offer and what specifications it does not meet. This does not mean that the proposed equipment will be accepted.

4. Can Vendors propose products from more than one videoconferencing manufacturer in a single proposal?

Response to Question 4: As stated in 3.1.1 'It is the intent of this RFP to allow Offerors to propose a robust assortment of videoconferencing, video bridge, auxiliary equipment and complete integrator services. Therefore, the Commonwealth is interested in equipment and support services from more than one manufacturer's product platform'.

5. Is it mandatory for Vendors to provide POTS capabilities as stated in Appendix E, Minimum Equipment Specifications, Page 88 of the RFP?

Response to Question 5: Yes.

6. Reference RFP Section 1.17, Proposal Format. Are Vendors required to repeat Section 1, Executive Summary and include a statement such as "XYZ Fully Complies" for each subsection or should our response begin with Section 2, General Vendor Information?

Response to Question 6: Section 4 'Mandatory Requirements' and Section 5 'Desirable Requirements' are the requirements referenced in section 1.17, however, organizing your response for all sections in this format may make it less difficult to find and understand your response by DIT and the Selection Committee.

7. What requirements or mandates will be placed on Virginia State Agencies to use DIT's contract. If none please describes the business advantage DIT believes this contract will create for a successful bidder.

Response to Question 7: This is an optional use contract. Purchases that exceed \$5000 must be competed unless purchased from an existing State Term Contract.

8. Will DIT provide the relative weighting for items 1.22 a-f?

Response to Question 8: Yes, the weights will be posted before 4:00 p.m. (EST) November 30, 2001.

9. Under 1.22.c will a primed bid from a Small, Women-Owned and/or Minority -Owned Firm be awarded substantially more points than a larger firm's bid offering a non-binding plan to use Small, Women-Owned and Minority-Owned businesses?

Response to Question 9: There are no additional points awarded for a proposal from a Small, Women-Owned and/or Minority -Owned Firm.

10. Please clarify what the terminology listed on pricing sheets pages 32-37, "3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts" is requesting.

Response to Question 10: Warranty upgrade for 3 years to include 24 hours 7 days a week technical support (toll free). If a problem can not be resolved remotely, a service technician must be available on-site within 4 hours 8:00 a.m. – 5:00 p.m. EST during normal business hours. If it is determined a part needs to be replaced the replacement part would be express shipped 'next day' and a service technician available to install the replacement part.

11. Can you tell me what is meant by proof in section 4.2.3 in the solicitation?

Response to Question 11: A letter from the manufacturer stating the conditions and dates of your formal relationship.

12. Pricing 3.3.2 Please provide a general idea of how often you will allow the contractor to identify price list changes that occur from the manufacturers. We envision a quarterly update. Is this in line w/ your expectation?

Response to Question 12: This will be determined during negotiations with the successful Offerors.

13. Installation 4.15.1 Please provide a general understanding of your expectations regarding "software configuration".

Response to Question 13: Any software configuration required in order to test for proper installation and operation of the equipment being installed.

14. Product Warranties 4.19.2 Please provide a specific description of "4 hour response time". Are you referring to a return phone call from tech support to address the issue or are you referring to having a technician on site to fix a pre-determined equipment failure within 4 business hours?

Response to Question 14: A technician must be onsite within 4 hours of receiving a problem report. See Section 9 , number 62, page 63.

15. References 4.5.7 Due to scheduling and geographic issues w/ some of our customer references, facilitating the completion and return of formal written reference information may be challenging. May we work over the phone w/ the customer to complete the reference materials and also secure their verbal signature approval?

Response to Question 15: References may be mailed or faxed directly to DIT, see page 2 of the Reference Form, by your reference. Our fax number is 804-371-5969. It is the Offeror's responsibility to make sure the references are received by DIT on or before 4:00 p.m. November 30, 2001.

16. Should we identify any other questions after your identified deadline of 11/8/01, will there be an informal way to communicate those questions with you?

Response to Question 16: You may contact Bob Crawford at 804-371-5990. The Commonwealth will not be bound by verbal responses as stated in section 1.3.

17. On page 83 in the Appendix E, the stated Standards Compliant Video is H.261, H.263 and H.263+. Can you please elaborate on H.263+ because it is term used to describe specific annex standards supported under H.263 and does not mention any specific annex. I find it unusual that it is mentioned as a requirement for the PC based USB system but not for any of the other systems.

Response to Question 17: The H.263+ requirement will be removed for PC based USB systems. Amendment # 1 to the RFP will reflect this change.